

03-22-01

PTO/SB/05 (11-00)

Please type a plus sign (+) inside this box ☐

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

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# UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No. 38045/199219

First Inventor Raleigh Burgess

Title SYSTEMS AND METHODS FOR PROVIDING REMOTE  
SUPPORT VIA PRODUCTIVITY CENTERS

Express Mail Label No. EL670011338US

## APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. ☒ Fee Transmittal Form (e.g., PTO/SB/17)  
(Submit an original and a duplicate for fee processing)
2. ☒ Applicant claims small entity status.  
See 37 CFR 1.27.
3. ☒ Specification [Total Pages 45]  
(preferred arrangement set forth below)
- Descriptive title of the invention
  - Cross Reference to Related Applications
  - Statement Regarding Fed sponsored R & D
  - Reference to sequence listing, a table, or a computer program listing appendix
  - Background of the Invention
  - Brief Summary of the Invention
  - Brief Description of the Drawings (if filed)
  - Detailed Description
  - Claim(s)
  - Abstract of the Disclosure
4. ☒ Drawing(s) (35 U.S.C. 113) [Total Sheets 35]
5. ☒ Oath or Declaration [Total Pages 3]
- a. ☐ Newly executed (original or copy)
- b. ☐ Copy from a prior application (37 CFR 1.63 (d))  
(for continuation/divisional with Box 18 completed)
- i. ☐ **DELETION OF INVENTOR(S)**  
Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b)
6. ☒ Application Data Sheet. See 37 CFR 1.76

ADDRESS TO: Assistant Commissioner for Patents  
Box Patent Application  
Washington, DC 20231

7. ☐ CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix)
8. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)
- a. ☐ Computer Readable Form (CRF)
- b. Specification Sequence Listing on:
- i. ☐ CD-ROM or CD-R (2 copies); or
- ii. ☐ paper
- c. ☐ Statements verifying identity of above copies

## ACCOMPANYING APPLICATION PARTS

9. ☐ Assignment Papers (cover sheet & document(s))
10. ☐ 37 CFR 3.73(b) Statement of Attorney (when there is an assignee)
11. ☐ English Translation Document (if applicable)
12. ☐ Information Disclosure Statement (IDS)/PTO-1449
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503) (Should be specifically itemized)
15. ☐ Certified Copy of Priority Document(s) (if foreign priority is claimed)
16. ☐ Request and Certification under 35 U.S.C. 122 (b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent.
17. ☐ Other: \_\_\_\_\_

18. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP)

of prior application No. \_\_\_\_\_

Prior application information

Examiner \_\_\_\_\_

Group Art Unit: \_\_\_\_\_

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

## 19. CORRESPONDENCE ADDRESS

☒ Customer Number or Bar Code Label

or ☐ Correspondence address below

Name John S. Pratt, KILPATRICK STOCKTON LLP

Address 1100 Peachtree Street  
Suite 2800

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Country USA Telephone (404) 815-6500 Fax (404) 815-6555

Name (Print/Type) Geoff L. Sutcliffe Registration No. (Attorney/Agent) 36,348

Signature *Geoff L. Sutcliffe* Date 03/19/01

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ORIGINAL

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**FEE TRANSMITTAL  
for FY 2001**

Patent fees are subject to annual revision

**TOTAL AMOUNT OF PAYMENT**

(\$) 355

**Complete if Known**

|                      |                 |
|----------------------|-----------------|
| Application Number   |                 |
| Filing Date          | 03/19/01        |
| First Named Inventor | Raleigh Burgess |
| Examiner Name        |                 |
| Group Art Unit       |                 |
| Attorney Docket No.  | 38045/199219    |

**METHOD OF PAYMENT**

- 1.
- ☒
- The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

Deposit  
Account  
Number

11-0855

Deposit  
Account  
Name

KILPATRICK STOCKTON LLP

- ☒
- Charge Any Additional Fee Required
- 
- Under 37 CFR 1.16 and 1.17

- ☒
- Applicant claims small entity status
- 
- See 37 CFR 1.27

- 2.
- ☒
- Payment Enclosed:**

☒ Check ☐ Credit card ☐ Money  
Order ☐ Other**FEE CALCULATION****1. BASIC FILING FEE**

Large Entity Small Entity

Fee Fee Fee Fee Fee Description

| Code (\$) | Code (\$) | Code (\$) | Code (\$) | Code (\$) | Fee Description        | Fee Paid |
|-----------|-----------|-----------|-----------|-----------|------------------------|----------|
| 101       | 710       | 201       | 355       |           | Utility filing fee     | 355      |
| 106       | 320       | 206       | 160       |           | Design filing fee      |          |
| 107       | 490       | 207       | 245       |           | Plant filing fee       |          |
| 108       | 710       | 208       | 355       |           | Reissue filing fee     |          |
| 114       | 150       | 214       | 75        |           | Provisional filing fee |          |

**SUBTOTAL (1)** (\$) 355**2. EXTRA CLAIM FEES**

| Total Claims       | Extra Claims | Fee from below | Fee Paid |
|--------------------|--------------|----------------|----------|
| 20                 | -20** = 0    | 9              | 0        |
| 3                  | -3** = 0     | 40             | 0        |
| Multiple Dependent |              |                |          |

Large Entity Small Entity

Fee Fee Fee Fee Fee Description

| Code (\$) | Code (\$) | Code (\$) | Code (\$) | Code (\$) | Fee Description  | Fee Paid |
|-----------|-----------|-----------|-----------|-----------|--|----------|
| 103       | 18        | 203       | 9         |           | Claims in excess of 20                                     |          |
| 102       | 80        | 202       | 40        |           | Independent claims in excess of 3                          |          |
| 104       | 270       | 204       | 135       |           | Multiple dependent claim, if not paid                      |          |
| 109       | 80        | 209       | 40        |           | ** Reissue independent claims over original patent         |          |
| 110       | 18        | 210       | 9         |           | ** Reissue claims in excess of 20 and over original patent |          |

**SUBTOTAL (2)** (\$) 0

\*\*or number previously paid, if greater, For Reissues, see above

**FEE CALCULATION (continued)****3. ADDITIONAL FEES**

Large Entity Small Entity

Fee Fee Fee Fee

Code (\$ Code (\$ Code (\$ Code (\$

Fee Description

Fee Paid

|     |        |     |        |  |  |
|-----|--------|-----|--------|--|--|
| 105 | 130    | 205 | 65     | Surcharge - late filing fee or oath  |  |
| 127 | 50     | 227 | 25     | Surcharge - late provisional filing fee or cover sheet                     |  |
| 139 | 130    | 139 | 130    | Non-English specification  |  |
| 147 | 2,520  | 147 | 2,520  | For filing a request for <i>ex parte</i> reexamination                     |  |
| 112 | 920*   | 112 | 920*   | Requesting publication of SIR prior to Examiner action                     |  |
| 113 | 1,840* | 113 | 1,840* | Requesting publication of SIR after Examiner action                        |  |
| 115 | 110    | 215 | 55     | Extension for reply within first month                                     |  |
| 116 | 390    | 216 | 195    | Extension for reply within second month                                    |  |
| 117 | 890    | 217 | 445    | Extension for reply within third month                                     |  |
| 118 | 1,390  | 218 | 695    | Extension for reply within fourth month                                    |  |
| 128 | 1,890  | 228 | 945    | Extension for reply within fifth month                                     |  |
| 119 | 310    | 219 | 155    | Notice of Appeal   |  |
| 120 | 310    | 220 | 155    | Filing a brief in support of an appeal                                     |  |
| 121 | 270    | 221 | 135    | Request for oral hearing   |  |
| 138 | 1,510  | 138 | 1,510  | Petition to institute a public use proceeding                              |  |
| 140 | 110    | 240 | 55     | Petition to revive - unavoidable   |  |
| 141 | 1,240  | 241 | 620    | Petition to revive - unintentional   |  |
| 142 | 1,240  | 242 | 620    | Utility issue fee (or reissue)   |  |
| 143 | 440    | 243 | 220    | Design issue fee   |  |
| 144 | 600    | 244 | 300    | Plant issue fee  |  |
| 122 | 130    | 122 | 130    | Petitions to the Commissioner  |  |
| 123 | 50     | 123 | 50     | Petitions related to provisional applications                              |  |
| 126 | 180    | 126 | 180    | Submission of Information Disclosure Stmt                                  |  |
| 581 | 40     | 581 | 40     | Recording each patent assignment per property (times number of properties) |  |
| 146 | 710    | 246 | 355    | Filing a submission after final rejection (37 CFR § 1.129(a))              |  |
| 149 | 710    | 249 | 355    | For each additional invention to be examined (37 CFR § 1.129(b))           |  |
| 179 | 710    | 279 | 355    | Request for Continued Examination (RCE)                                    |  |
| 169 | 900    | 169 | 900    | Request for expedited examination of a design application                  |  |

Other fee (specify) \_\_\_\_\_

\*Reduced by Basic Filing Fee Paid

**SUBTOTAL (3)** (\$)**SUBMITTED BY****Complete (if applicable)**

Name (Print/Type)

Geoff L. Sutcliffe

Registration No.  
(Attorney/Agent)

36,348

Telephone

(404) 815-6530

Signature

*Geoff L. Sutcliffe*

Date

03/19/01

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